1. [How do I request an account on the NGNC network?](#)
2. [Where can I receive a CAC reader for home use?](#)
3. [How do I install a CAC reader on my home computer?](#)
4. [What can I do if my account is expired?](#)
5. [What can I do if my account is disabled?](#)
6. [Can I forward my AKO e-mail to my personal e-mail (yahoo, hotmail, etc.)?](#)
7. [How do I request the mobile classroom?](#)
8. [How do I change my customer information?](#)
9. [What if I am unable to digitally sign or open digitally signed documents?](#)
10. [How do I set up my Outlook profile?](#)

#1: How do I request an account on NGNC network?

A: *Click on the* *located on under the G6 Support link to open the Account request form. Follow the instructions located on the bottom of the form to ensure proper submission.*

2: Where can I receive a CAC reader for home use?

A: Check with your unit's supply sergeant for issue.

#3: How do I install a CAC reader for home use?

Click the *icon for video instructions for installing CAC reader on your home computer*

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#4: What can I do if my account is expired?

A: Call the G6 HelpDesk at x46342 and ask for an extension on your account. Go to the CURTIS website by clicking *icon and complete any outstanding CURTIS training.*

#5: What to do when my account is disabled?

A: *1. Ask a coworker can submit a J6 Request for Help on your behalf to unlock your account. Please ask them to provide your account name in the request.*
2. Lockout occurs when trying to use NC\user.name when accessing NCGKO.
3. If prompted in NCGKO for log on: Do not enter NC\ in the username field because there isn't a password associated with the network account.
4. To prevent this issue: update/change your password on GKO and/or register your CAC on GKO.

#6: Can I forward my AKO e-mail to my personal e-mail, such as yahoo, hotmail?

A: The answer is no. Due to FOUO information measures, you cannot forward government e- mail to a personal e-mail account.

#7: How do I request a mobile classroom?

A: *Submit a Help Ticket to request a mobile classroom. Please include the dates, POC and good contact information. Also, check back to receive status updates concerning your request.*

#8: How do I change my customer information?

A: *1. Launch Internet Explorer to access the North Carolina National Guard Web Links page.*
2. Near the bottom of the middle column, click on the NCNG Phonebook link. The Imanami application opens.
3. If your profile is not displayed, click on the "My Profile" link in the Users section in the left-hand pane.
4. Update all necessary / required blocks and tabs. NOTE: *If you have a government-issued cell phone, put the number in the Phone tab.*
 5. Once you've completed your updates, click on the floppy disk icon above the General tab to save your changes.
6. Please wait 24 hours for the changes to be updated to your profile.

#9: What do if I am unable to digitally sign or open digitally signed documents?

A: *If you are unable to digitally sign or open digitally signed documents such as PureEdge forms, e-mails, etc., follow the below steps. You might also see the below error message when attempting to Check ApproveIt Configuration to ensure that "smart authentication" is being used.*

1. Click on Start.

2. Click on Programs.

3. Click on ApproveIt Desktop.

4. Click on ApproveIt Configuration.

5. In the ApproveIt Configuration Manager, Signature Method tab, ensure that the "Sign using a certificate or smart card" radio button is selected.

6. If any other radio button is selected, select the radio button stated in Step 5, above, then click on the OK button.

7. Attempt to digitally sign your document again.

8. If you are successful, your issue has been resolved.

9. If you still can't digitally sign your document submit a Help Ticketto the G6 Helpdesk.

#10: How do I create an Outlook profile?

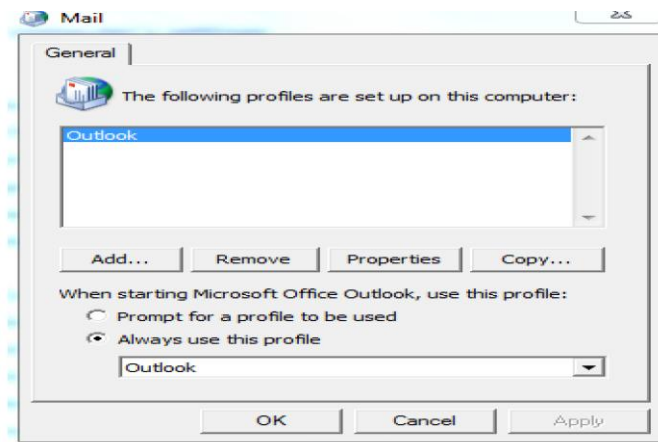**A:** *Follow the below steps to add an Outlook 2007 profile and configure Outlook:*
Section I: Creating an Outlook 2007 Profile

1. Click Windows button→   Control Panel.

NOTE: Ensure your Control Panel view is set to Large or Small icons.
*2. Double-click on the **Mail** icon.*

*3. In Mail dialog box, Show Profiles, click **Add.***

4. In the New Profile dialog box, Profile Name field, type in your AKO username , then click OK.

*5. In the E-mail Accounts dialog box, select E-mail, Add a new e-mail account then click **Next.***

*6. In Server Type, select Microsoft Exchange Server then click **Next**. In Exchange Server Settings, in the Microsoft Exchange Server field type in **NG.***

7. In the User Name field, type in your first and last name.

*8. Click on the **Check Name** button to verify the username then click **Next.***

9. In the Congratulations dialog box, click Finish.

10. Otherwise, close the Control Panel.

Section II: Configuring Outlook

1. Launch Microsoft Outlook.

*2. In the Outlook Main Window, Click **Tools → Options.***

*3. In the Options dialog box, select the **Other** tab.*

4. In the Other tab, Check the "Empty the Deleted Items folder upon exiting" checkbox.

*5. Click **Apply→OK.***

6. In the Outlook Main Window, open the Address Book.

*7. In the Address Book, click **Tools → Options.***

8. Find and select NC-ARNG Recipients.

*9. Click **Apply** then click **OK.***

10. Close the Address Book.

11. The Outlook profile has been created and configured.